

# Coldharbour Surgery

## Inspection report

79 William Barefoot Drive  
London  
SE9 3JD  
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This report describes our judgement of the quality of care at this service. It is based on a combination of what we found when we inspected, information from our ongoing monitoring of data about services and information given to us from the provider, patients, the public and other organisations.

## Ratings

### Overall rating for this location

Good 

Are services safe?

Good 

Are services effective?

Good 

Are services caring?

Good 

Are services responsive?

Good 

Are services well-led?

Requires improvement 

# Overall summary

We carried out an announced comprehensive at Coldharbour surgery and the Hill Surgery branch practice on Tuesday 8 January 2019 as part of our inspection programme.

This practice is rated as Good overall and requires improvement in well led. (Previous rating October 2015 – Good)

We based our judgement of the quality of care at this service on a combination of:

- what we found when we inspected
- information from our ongoing monitoring of data about services and
- information from the provider, patients, the public and other organisations.

At this inspection we found:

- Feedback from patients about the staff, care and treatment was positive.
- Leaders were knowledgeable about issues and priorities relating to the quality and future of services and participated in external groups to ensure they understood the local changes and challenges.
- The practice had recently undergone partnership changes and building refurbishment. Patients and staff said these changes had been positive.
- The practice had clear systems to manage risk so that safety incidents were less likely to happen. When incidents did happen, the practice recognised where systems and processes had worked well and improved their processes where appropriate.
- The practice routinely reviewed the effectiveness and appropriateness of the care it provided. It ensured that care and treatment was delivered according to evidence-based guidelines.
- Practice patients and those within the locality had access to contraception and/or sexual health testing within a clinic at the practice.
- Staff involved and treated patients with compassion, kindness, dignity and respect.

- Patients appreciated the improvements in the appointment system and said it was easy to use. Patients reported that they were able to access care when they needed it.
- Staff had access to learning, improvement and involvement at all levels of the organisation.
- Staff said the practice and branch were good places to work.

The areas where the provider **must** make improvements are:

Review governance systems to ensure they are fully established and operated effectively to ensure compliance with the assessment, monitoring and mitigation of risks relating to the health and safety of the service. For example, by the,

- Monitoring of immunisation and Quality Outcome framework (QOF) targets
- Maintenance of contemporaneous records and actions in relation of prescription reauthorisation within service user records.
- Maintenance of employment records. For example, to show that conduct in previous employment, checks of professional registers and previous employment history had been sourced.
- Monitoring of quality improvement audits.

The areas where the provider **should** make improvements are:

- Consider increasing the clinical audit/quality improvement programmes.
- Ensure significant event and complaint records reflect the detail of the action and discussion completed.
- Monitor the two-week referral process to ensure patients had received appropriate and timely follow up.
- Ensure systems are in place to keep all policies up to date.

**Professor Steve Field** CBE FRCP FFPH FRCGP  
Chief Inspector of General Practice

**Please refer to the detailed report and the evidence tables for further information.**

## Population group ratings

<b>Older people</b>	<b>Good</b>	
<b>People with long-term conditions</b>	<b>Good</b>	
<b>Families, children and young people</b>	<b>Good</b>	
<b>Working age people (including those recently retired and students)</b>	<b>Good</b>	
<b>People whose circumstances may make them vulnerable</b>	<b>Good</b>	
<b>People experiencing poor mental health (including people with dementia)</b>	<b>Good</b>	

## Our inspection team

Our inspection team was led by a Care Quality Commission (CQC) lead inspector. The team included a GP specialist adviser.

## Background to Coldharbour Surgery

The Coldharbour Surgery is situated in the South-East area of London and within the Greenwich clinical commissioning group (CCG) area. The practice is comprised of two sites. The address of the main practice is 79 William Barefoot Drive, London, SE9 3JD and the branch is situated at 145 White Horse Hill, Chislehurst, Kent BR7 6DH.

We visited both sites during our inspection. The practice provides a service to approximately 5,020 patients of a diverse age group and offers the following regulated activities:

Treatment of disease, disorder or injury

Diagnostic and screening procedures

Maternity and midwifery services and


Surgical procedures

The practice is located in a deprived area of Greenwich CCG (clinical commissioning group); the deprivation decile rating for this area is five (with one being the most deprived and 10 being the least deprived). Data from Public Health England showed that 18% of the patient population were of mixed ethnicity, Asian, black and 82% as white. The mix of male and female patients were equal. The average life expectancy for females was 84 years and 79 years for males (equal to national averages).


There are four GPs working at the practice (one male and three female). The team are comprised of a lead GP and three long term locum GPs. The practice employs an advanced nurse practitioner, a practice nurse and one health care assistant. The clinical team are supported by a business manager (partner) a practice manager and additional administration staff.

Patients using the practice also have access to health visitors, district nurses and midwives. Other health care professionals visited the practice regularly.

The main practice is open between 8am and 8pm on Mondays and Tuesdays, between 8am and 6.30pm on Wednesdays, between 8am and 2pm on Thursdays and between 8am and 6.30 on Fridays. The branch surgery is open Monday, Wednesday and Friday between 8am and 2pm and between 8am and 6.30pm on Tuesday and Thursday. Patients can access extended hours appointments at a community hub between 4pm and 8pm during the week and between 8am and 8pm during the weekends and on bank holidays. Appointments at the community hub can be made by the out of hours provider or by the GP practice. Outside of these times patients are directed to contact the out of hour's service and the NHS 111 number. This is in line with local contract arrangements.



The practice offers a range of appointment types including face to face same day appointments, telephone consultations and advance appointments (four weeks in advance) as well as online services such as access to records, online appointments and repeat prescription requests.



The practice offers NHS minor surgery to practice patients and to patients within the locality.

This section is primarily information for the provider

## Requirement notices

### Action we have told the provider to take

The table below shows the legal requirements that the service provider was not meeting. The provider must send CQC a report that says what action it is going to take to meet these requirements.

Regulated activity	Regulation
Diagnostic and screening procedures Family planning services Maternity and midwifery services Surgical procedures Treatment of disease, disorder or injury	<p>Regulation 17 HSCA (RA) Regulations 2014 Good governance</p> <p><b>How the regulation was not being met.</b></p> <p>Effective governance systems were not fully established or operated effectively to ensure compliance with:</p> <ul style="list-style-type: none"><li>• The assessment, monitoring and mitigation of risks relating to the health and safety of the services. For example, emergency equipment records.</li><li>• Monitoring of immunisation and Quality Outcome framework (QOF) targets and oversight of nursing staff referrals.</li><li>• Maintenance of contemporaneous records in relation of service user records. For example, recording when medicine reauthorisations are completed.</li><li>• Maintenance of employment records. For example, to show that conduct in previous employment, checks of professional registers and previous employment history had been sourced.</li></ul>